

**REMARKS**

Claims 21-40 are pending in the application.

Claims 21-38 and 40 have been allowed.

Claim 39 has been rejected.

Claim 39 has been amended, as set forth herein.

I. **INDICATION OF ALLOWABLE SUBJECT MATTER**

Applicant thanks the Examiner for the indication that Claims 21-38 and 40 are allowable.

II. **REJECTION UNDER 35 U.S.C. § 101**

Claim 39 was rejected under 35 U.S.C. § 101 as being directed to non-statutory subject matter. The rejection is respectfully traversed.

Applicant has amended Claim 39 to recite that the computer readable medium adapts the processor to be operable to transmit a message for display on an agent terminal providing notification of a change in state. Support for this amendment may be found in the Specification at page 6, lines 21-30.

Accordingly, the Applicant respectfully requests the Examiner withdraw the § 101 rejection of Claim 39.

III. CONCLUSION

As a result of the foregoing, the Applicant asserts that the remaining Claims in the Application are in condition for allowance, and respectfully requests an early allowance of such Claims.

If any issues arise, or if the Examiner has any suggestions for expediting allowance of this Application, the Applicant respectfully invites the Examiner to contact the undersigned at the telephone number indicated below or at *rmccutcheon@munckbutrus.com*.

The Commissioner is hereby authorized to charge any additional fees connected with this communication or credit any overpayment to Munck Butrus Deposit Account No. 50-0208.

Respectfully submitted,

MUNCK BUTRUS, P.C.

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